SOLEUSAIR®

Powered by GREE

Model Number:

SG-TTW-10ESE

SG-TTW-12ESEZ

SG-TTW-12ESE

SG-TTW-14

Electronic Through the Wall Air Conditioner

Operating Instructions

eco-friendly

SOLEUSAIR®

Powered by GREE

Thank you for choosing a Soleus Air powered by Gree Air Conditioner. This owner's manual will provide you with valuable information necessary for the proper care and maintenance of your new product. Please take a few moments to thoroughly read the instructions and familiarize yourself with all the operational aspects of your new air conditioner.

For your own records, please attach a copy of your sales receipt to this manual. Also, write the store name/location, date purchased, and serial number below:

Store Name: _____

Location: _____

Date Purchased: _____

Serial Number (located on back of unit): _____

IMPORTANT SAFETY INSTRUCTIONS

Before installing and using your air conditioner, please read this owner's manual carefully. Store this manual in a safe place for future reference. Your safety and the safety of others is very important to us. Please pay attention to all safety messages outlined in this owner's manual.

WARNING: To reduce the risk of fire, electrical shock or injury when using your air conditioner, follow the following basic precautions:

- Plug into a grounded 3 prong outlet.
- Do not remove the ground prong.
- Do not use a plug adapter.
- Do not use an extension cord.
- Unplug the air conditioner before servicing
- Use two or more people to move and install the air conditioner

This is a safety alert symbol.
This symbol alerts you to potential hazards that can harm you or others or even cause death.
All safety messages will directly follow the safety alert symbol and/or the words "DANGER" or "WARNING".

Failure to immediately follow these instructions may cause serious injury or even death.

All Safety messages alert you of potential hazards, how to reduce the chance of injury, and what can happen if instructions are not followed correctly.

IMPORTANT SAFETY INSTRUCTIONS

Read all instructions before using this air conditioner

FOR YOUR SAFETY

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. Read product labels for flammability and other warnings.

ACCIDENT PREVENTION

To reduce the risk of fire, electrical shock, or injury to persons when using your air conditioner, follow basic precautions, including the following:

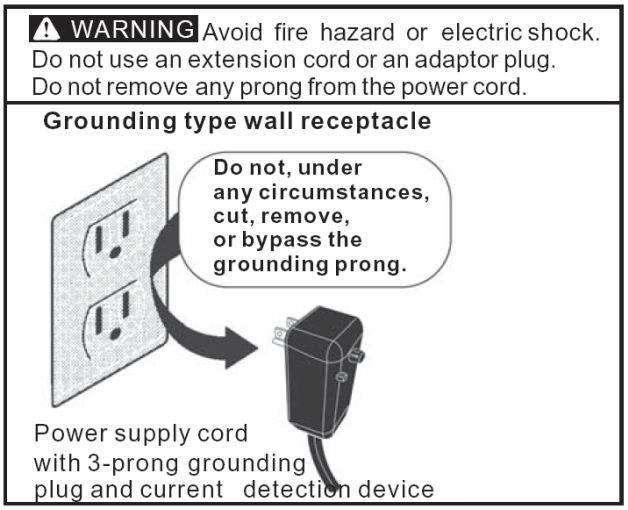
- Be sure the electrical service is adequate for the model you have chosen. This information can be found on the rating label located on the side of the cabinet or behind the grille.
- If the air conditioner is to be installed in a window, you will probably want to clean both sides of the glass prior to installation. If the windows is a triple-track type with a screen panel included, remove the screen completely before installation.
- Be sure the air conditioner has been securely and correctly installed according to the installation instructions provided with this manual. Save this manual and the installation instructions for future use when removing and reinstalling the unit.
- When handling the air conditioner, be careful to avoid cuts form sharp metal fins on the front and rear coils.

> ⚠ NOTE: The power supply cord on this air conditioner contains a current detection device designed to reduce the risk of fire. Please refer to the section “Operation of Current Device” for details. In the event that the power supply cord is damaged, it cannot be repaired it must be replaced with a cord from Soleus Air Powered by Gree.

ELECTRICAL INFORMATION

The complete electrical rating of your new air conditioner is stated on the product rating label located on the unit. Refer to the ratings on the label when checking electrical requirements.

- Be sure the air conditioner is properly grounded. To minimize shock and fire hazards, proper grounding is important. The power cord is equipped with a three-prong grounded plug for protection against shock hazards.
- Your air conditioner must be used in a properly grounded wall receptacle. If the wall receptacle you intend to use is not adequately grounded or protected by a time delay fuse or circuit breaker, a qualified electrician will have to install the proper receptacle.
- Do not run the air conditioner with a protective cover on the outside of the unit. This could result in mechanical damage within the air conditioner.
- **Do not use an extension cord or an adapter plug.**



IMPORTANT SAFETY INSTRUCTIONS

READ THIS SECTION BEFORE ATTEMPTING TO OPERATE YOUR AIR CONDITIONER

The power supply cord contains a current device that senses damage to the power cord. Follow the instructions below to test your power cord.

1. Plug in your air conditioner
2. The power supply cord will have TWO buttons on the plug. Press the TEST button. You will notice a click as the RESET button pops out.
3. Press the RESET button. The button will click when the RESET button engages.
4. The power supply cord is now supplying electricity to the unit.

NOTE:

- Do not use this device to turn the unit on or off.
- Always make sure the RESET button is engaged for correction operation
- The power supply cord must be replaced if it fails to reset when either the TEST button is pushed, or it cannot be reset. A new one can be obtained from Soleus Air Powered by Gree.
- If the power supply cord is damaged, it CANNOT be repaired. It MUST be replaced with one obtained from Soleus Air Powered by Gree.

OPERATION OF CURRENT DEVICE

NOTE:Some plugs have Buttons on the side

DISCLAIMER

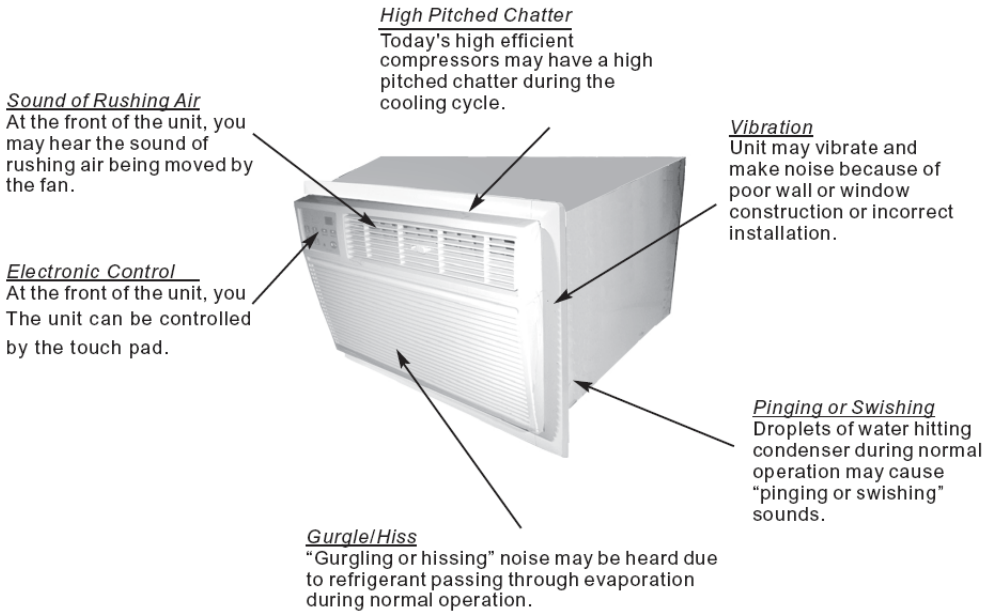
ALL INFORMATION AND THE TECHNICAL SPECIFICATIONS PRESENTED IN THIS USER'S MANUAL ARE THE PRESENTATION OF THE MANUFACTURER. SOLEUS INTERNATIONAL HAS NOT CONDUCTED INDEPENDENT TEST TO THE INFORMATION AND THE SPECIFICATIONS PRESENTED HEREWITHIN.

SPECIFICATIONS

- Noise level is measured at a distance of 3.28 ft away from the front of the unit in cooling mode.
- Power consumption is measured when the fan runs at the highest speed setting.
- These specifications are for reference only. For actual data, please refer to the rating label on the back of the unit.

Model	SG-TTW-10ESE	SG-TTW-12ESEZ	SG-TTW-12ESE	SG-TTW-14
Power Supply (Ph/V/Hz)	1/115/60Hz	1/115/60Hz	1/230-208/60Hz	1/230-208/60Hz
Dehumidifying Capacity (Pints/Day)	60	81.6	81.6	100.8
Rated Cooling Capacity (BTU/h)	10000	12000	12000/11700	14000/13600
Cooling Power Input (Watts)	1060	1280	1280/1240	1650/1600
Rated Current Cooling (Amperage)	9.5	11.7	6.0/6.5	7.0/7.5
EER	9.4	9.4	9.4	8.5
Noise Level dB(A) (High/Med/Low)	58/56/54	59/57/55	59/57/55	59/57/55
CFM (High/Med/Low)	290/260/230	300/266/225	300/266/225	320/290/260
Power Plug Type	NEMA 5-15P	NEMA 5-15P	NEMA 6-15P	NEMA 6-15P
Dimensions (W x H x D)	24 x 14.50 x 20.625	24” x 14.50” x 20.625”	24” x 14.50” x 20.625”	24” x 14.50” x 20.625”
Package Dimensions (W x H x D)	28.50” x 16.375” x 27.125”	28.5” x 16.375” x 27.125”	28.5” x 16.375” x 27.125”	28.5” x 16.375” x 27.125”
Net/Gross Weight (lbs)	74/86	76.2/88.3	76.2/86	78.3/90.4
Refrigerant	R-410A	R-410A	R-410A	R-410A

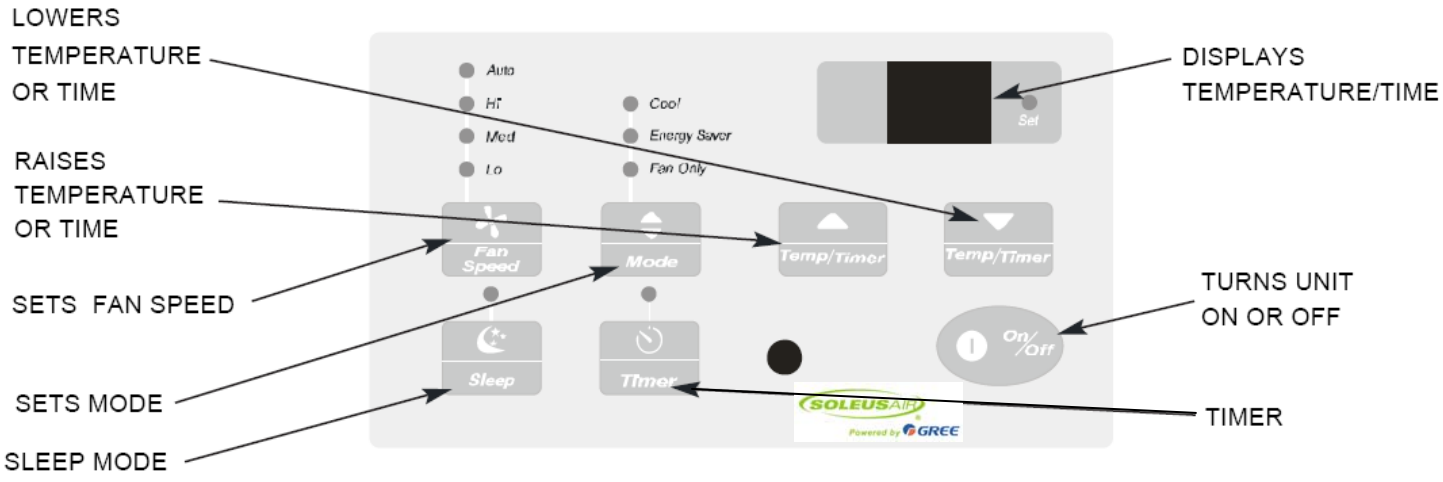
NORMAL OPERATING SOUNDS



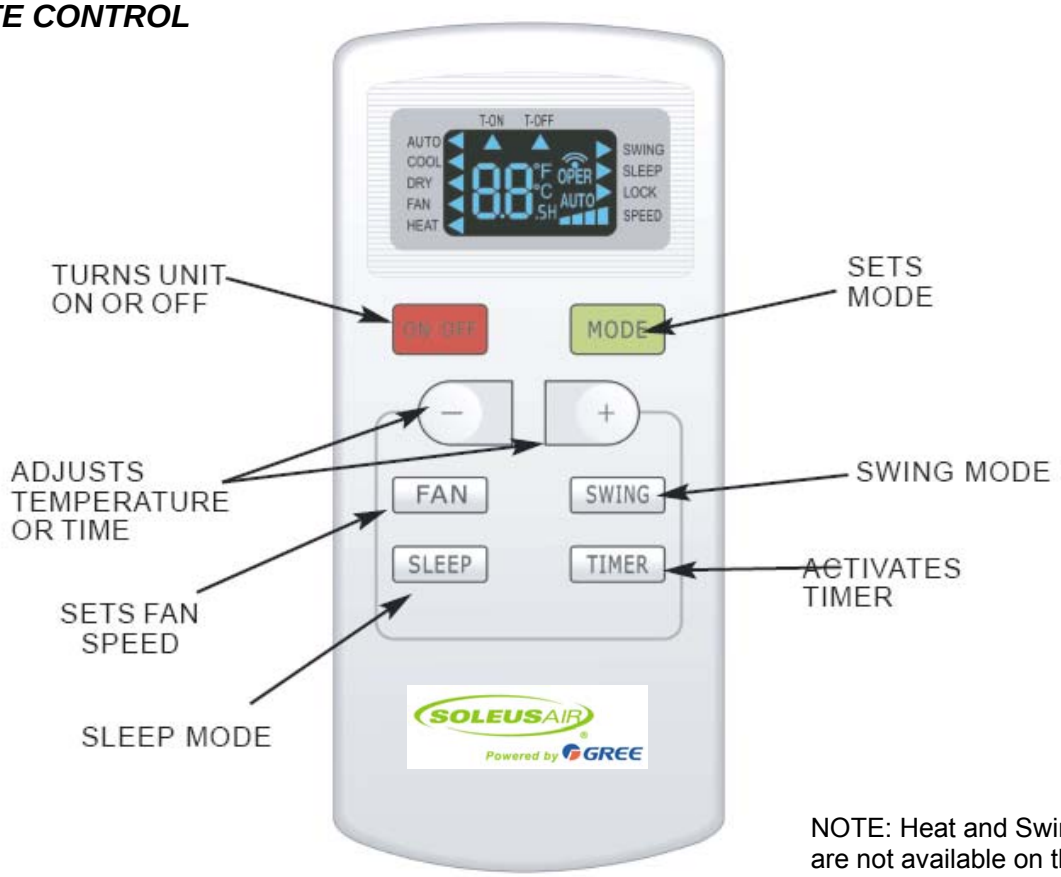
OPERATING YOUR AIR CONDITIONER

Before you start using your air conditioner, please familiarize yourself with the control panel and remote control functions. This air conditioner can be controlled by the control panel (touch pad) or the included remote control.

CONTROL PANEL (TOUCH PAD)



REMOTE CONTROL



NOTE: Heat and Swing Mode are not available on this unit

Battery Size: AAA

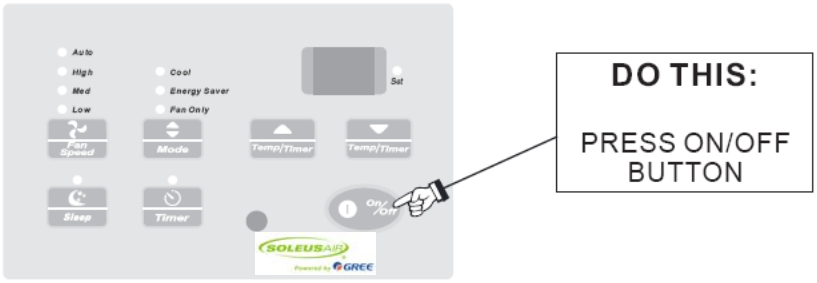
NOTE: Do not mix old and new batteries or different types of AAA batteries.

This is a general use remote control. Some of the features might not available.

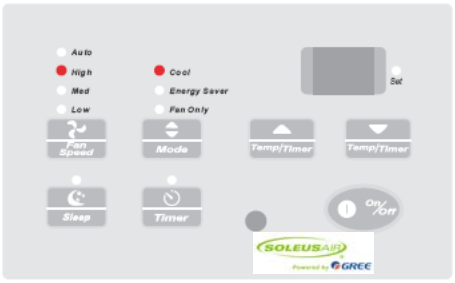
OPERATING YOUR AIR CONDITIONER

Using the control panel or remote

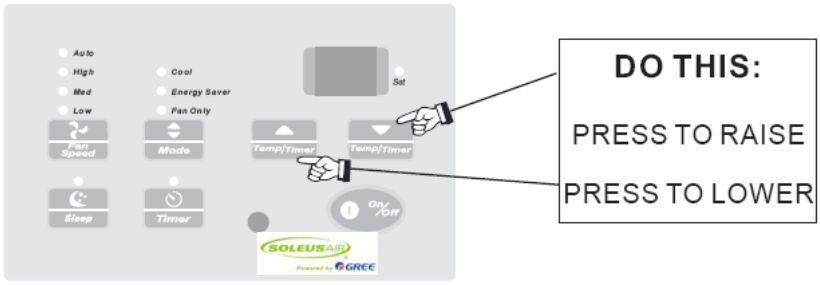
TO TURN UNIT ON:



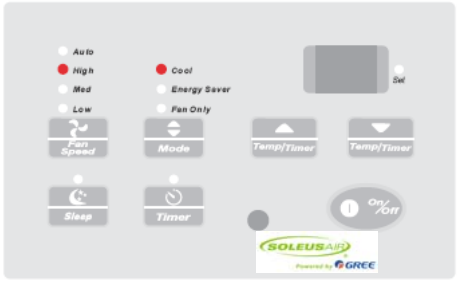
YOU WILL SEE:



TO CHANGE TEMPERATURE SETTING:

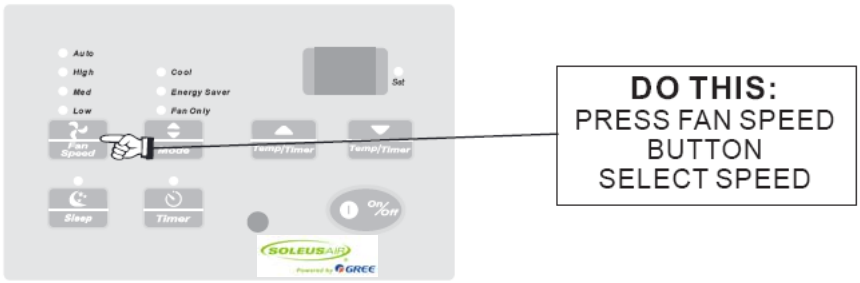


YOU WILL SEE:



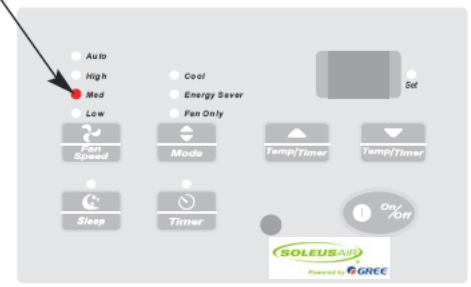
Touch or hold either the up (▲) or down (▼) buttons until the desired temperature is shown on the display. The temperature will be automatically maintained anywhere between 61°F and 86°F for cooling mode.

TO CHANGE FAN SPEEDS:

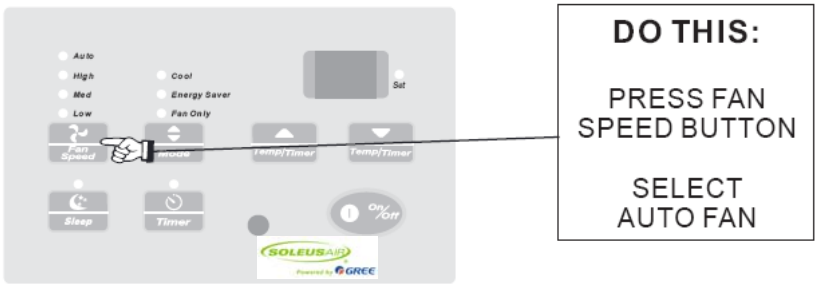


LIGHT ON

YOU WILL SEE THE SPEED CHOSEN:

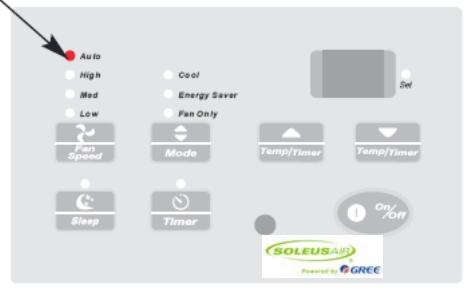


TO USE AUTO FAN FEATURE:



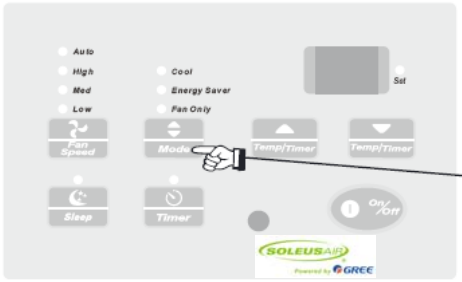
LIGHT ON

YOU WILL SEE:



The fan speed will automatically adjust between HI, MED, and LOW depending on the room temperature. The closer the room is to the set temperature, the lower the fan speed.

TO OPERATE ON FAN ONLY:



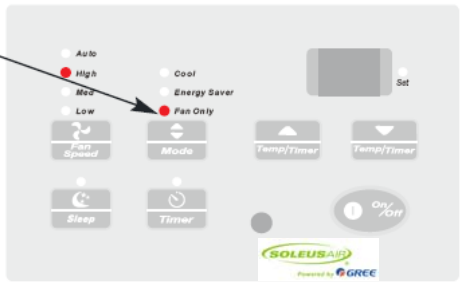
DO THIS:

PRESS
MODE BUTTON

CHOOSE
FAN ONLY

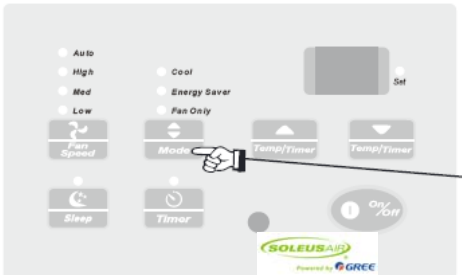
LIGHT ON

YOU WILL SEE:



Use the fan only mode when cooling is not desired and air circulation is needed. Auto fan is not selectable in fan only mode. The digital display will show the current room temperature in fan only mode.

TO USE THE ENERGY SAVER FEATURE:



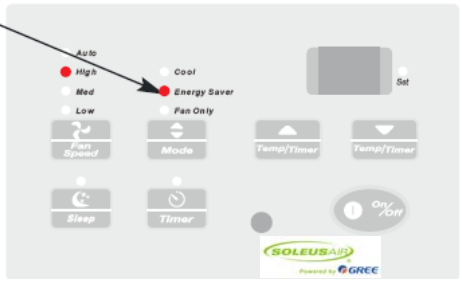
DO THIS:

PRESS
MODE BUTTON

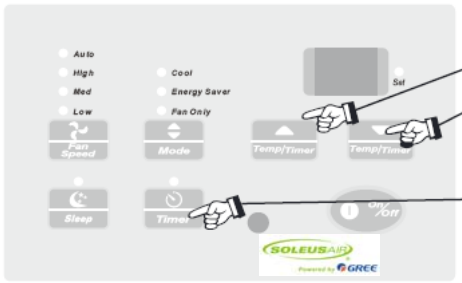
CHOOSE
ENERGY SAVER

LIGHT ON

YOU WILL SEE:



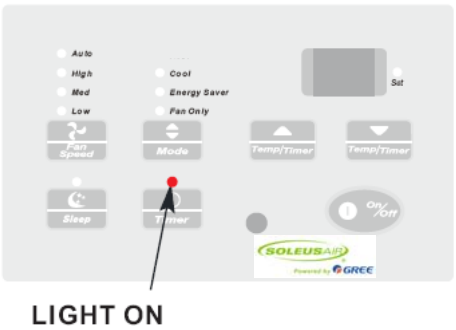
TIMER-DELAY START/STOP FEATURE:



THEN DO THIS:
PRESS TEMP/TIMER
BUTTON

FIRST DO THIS:
PRESS TIMER
BUTTON

YOU WILL SEE
THE TIME CHOSEN:



LIGHT ON

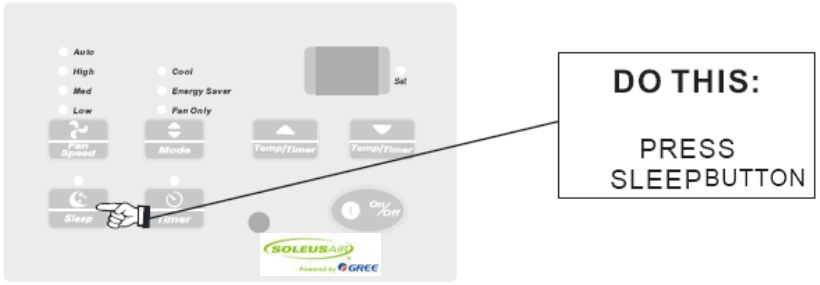
For the Auto-off Timer the unit must be turned “ON” prior to setting the Auto-off time.

For the Auto-on Timer the unit must be turned “OFF” prior to setting the Auto-on time.

To Adjust the timer setting, touch or hold the UP arrow (▲) or down arrow (▼) to change the time for the unit to automatically turn off or on. The time will change in .5 hour increments up to 10 hours, then by 1 hour increments up to 24 hours. The digital display will count down the amount of time left in hours until the unit starts or stops (depending on which timer is being used).

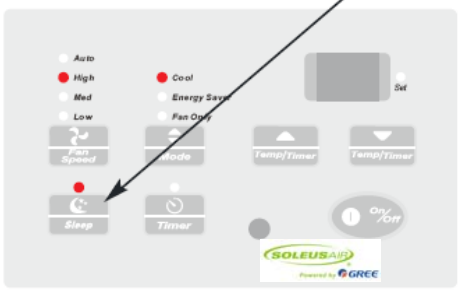
The Auto-on mode automatically selects COOLING MODE with the maximum fan speed when the unit turns on. The temperature will be the same as it was prior to programming the unit (your previous set temperature). To change the set temperature, select “COOL” and press the UP arrow (▲) or down arrow (▼) until the desired termperature is shown on the digital display. After 5 seconds, the digital display will change back to the hours remaning until the unit will start or stop. Turning the unit “ON” or “OFF” at any time will cancel the Auto-on or Auto-off timer functions. The Auto-on & Auto-off feature will work until the unit either starts or stops. Once the unit has started (in Auto-on mode) or stops (in Auto-off mode) the timers must be programmed again.

SLEEP FEATURE:



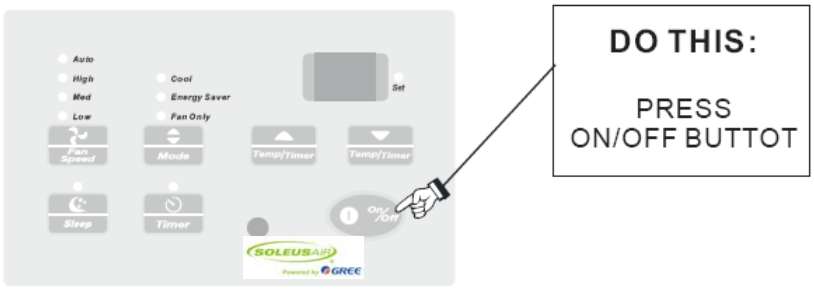
LIGHT ON

YOU WILL SEE:

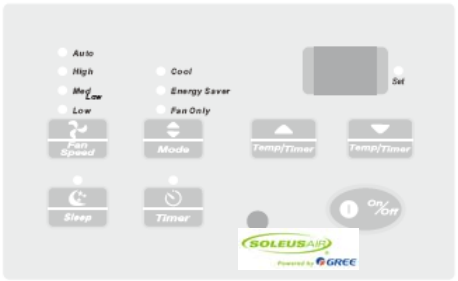


The Sleep Mode can be selected in Cooling Mode. In this mode, the selected cooling temperature will increase by 2°F, 30 minutes after the mode is selected. The set temperature will then increase by another 2°F after an additional 30 minutes. This new set temperature will for 7 hours before it returns to the original set temperature.

TO TURN UNIT OFF:

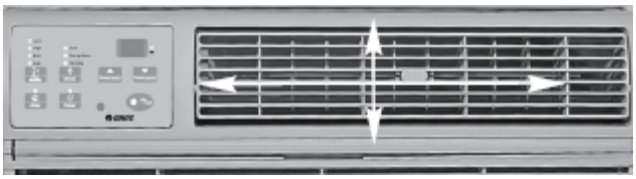


YOU WILL SEE:



4-Way Directional Louvers

The 4-Way directional louvers allow you to direct the air up or down, left or right. Use the handle in the center of the louvers to change the air direction.



OPERATING THE REMOTE CONTROL

NOTE: Make sure there are no obstructions between the receiver on the A/C and the remote control. Do not drop or throw the remote control. Do not allow water to get inside the remote control and do not place the remote control in direct sunlight or a place where it is very hot.

Signal transmitter

Remote control

ON/OFF

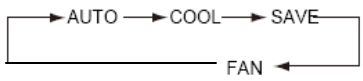
ON/OFF button

- **Press the ON/OFF button to turn the A/C on or off. When the unit is turned off, the Timer and sleep functions will be cancelled. The set temperature will be saved.**

MODE

MODE button

- **Press the MODE button to change the operating mode. You can choose AUTO, COOL, SAVE (energy saver), or FAN only. The temperature will not be displayed when AUTO mode is selected.**



AUTO

COOL

SAVE

FAN

SLEEP

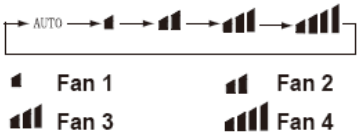
SLEEP button

- **Press the SLEEP button to turn SLEEP mode on or off. SLEEP mode is set to off automatically. When SLEEP mode is selected the timer can be adjusted. SLEEP mode is not available in Fan or Auto mode.**

FAN

FAN button

- **Press the FAN button to turn change the FAN options. You can choose between four speeds and auto mode. The fourth fan option is only available in cooling and energy saver modes.**



SWING

SWING button

- **Swing mode is not available on this model**

OPERATING THE REMOTE CONTROL

Remote control

+

+ button

- Press the "+" button to increase the temperature when the unit is on. Press and hold the "+" button for more than 2 seconds to quickly cycle through the temperature options. Stop pressing the button when the desired temperature is displayed. The temperature cannot be set in auto mode. Temperature range: 61°F - 86°F.

-

- button

- Press the "-" button to decrease the temperature when the unit is on. Press and hold the "-" button for more than 2 seconds to quickly cycle through the temperature options. Stop pressing the button when the desired temperature is displayed. The temperature cannot be set in auto mode. Temperature range: 61°F - 86°F.

TIMER

TIMER button

- Press the TIMER button when the unit is off to set up the Auto-on timer. The Auto-on time can be set between .5 - 24 hours. The icons "T-ON" and "H" will flash for 5 seconds. Start selecting the time using the "+" and "-" buttons before the icons stop flashing. The time will increase/decrease in .5 hour increments with each press of the "+" or "-" buttons. To cancel the Auto-on time, manually press the ON/OFF button to turn the unit on.

- Press the TIMER button when the unit is on to set up the Auto-off timer. The Auto-off time can be set between .5 - 24 hours. The icons "T-OFF" and "H" will flash for 5 seconds. Start selecting the time using the "+" and "-" buttons before the icons stop flashing. The time will increase/decrease in .5 hour increments with each press of the "+" or "-" buttons. To cancel the Auto-off time, manual press the ON/OFF button to turn the unit off.

- Once the Auto-on or Auto-off time is set, the "T-On" or "T-Off" and "H" will blink for 2 seconds. After 2 seconds the set temperature will be displayed.

CARE AND CLEANING

Clean your air conditioner to keep it looking new and to minimize dust build up.

Air Filter Cleaning

The air filter should be checked at least once every month to see if it needs cleaning. Trapped particles and dust can build up in the filter and may decrease airflow as well as cause the cooling coils to accumulate frost. To clean the air filter:

1. Remove the filter by pulling down on the indents of the filter door on the front of the unit. (See FIG. 13)
2. Wash the filter using liquid dish soap and warm water. Rinse the filter thoroughly. Gently shake the filter to remove excess water.
3. Let the filter dry completely before placing it into the air conditioner.
4. If you do not wish to wash the filter, you may vacuum the filter to remove the dust and other particles.

FIG. 13

Wear and Tear

To minimize wear and tear on the air conditioner, always wait at least 3 minutes before changing modes. This will help prevent the compressor from overheating and the circuit breaker from tripping.

Winter Storage

To store the air conditioner when it is not in use for an extended period of time, remove it carefully from the window according to the installation instructions and cover it with plastic or place it in the original box.

Cabinet Cleaning

To clean the air conditioner cabinet:

- Unplug the air conditioner to prevent shock or a fire hazard. The cabinet and front panel of the air conditioner may be dusted with an oil-free cloth or washed with a cloth dampened in a solution of warm water and mild liquid soap. Rinse thoroughly with a damp cloth and wipe dry.
- Never use harsh cleaners, wax or polish on the cabinet front.
- Be sure to wring excess water from the cloth before wiping around the controls. Excess water in or around the controls may cause damage to the air conditioner.

Energy Saving Ideas

- Do not block the air flow inside with blinds, curtains or furniture; or outside with shrubs, enclosures, or other buildings.
- The capacity of the room air conditioner must fit the room size for efficient and satisfactory operation.
- Install the room air conditioner on the shady side of your home. A window that faces North is best because it receives the least amount of sun exposure.
- Close the fireplace damper, floor and wall registers so cool air does not escape.
- Keep blinds and drapes closed for cooling and open for heating.
- Clean the air filter as recommended in the “care and cleaning” section.
- Proper insulation and weather stripping in your home will help limit cool air loss.
- External house shading with trees, plants, or awnings helps reduce the air conditioner’s work load.
- Operate heat producing appliances during the coolest part of the day. Such as a dishwasher, oven, or computer.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	SOLUTIONS
The Air Conditioner will not start	The air conditioner is unplugged	• Make sure the air conditioner is plug is pushed completely into the outlet
	The fuse is blown/circuit breaker is tripped.	• Check the house fuse/circuit breaker box and replace the fuse or reset the breaker.
	Power Failure	• The unit will automatically re-start when power is restored. • There is a protective time delay (approx. 3 minutes) to prevent tripping of the compressor overload. For this reason, the unit may not start normal cooling for 3 minutes after it is turned back on.
	The current interrupter device is tripped.	• Press the RESET button located on the power cord plug. • If the RESET button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.
The Air Conditioner does not cool as it should	Airflow is restricted	• Make sure there are no curtains, blinds, or furniture blocking the front of the air conditioner
	The temperature control may not be set correctly.	• Lower the set thermostat temperature
	The air filter is dirty	• Clean the filter. See the Cleaning and Care Section of the manual.
	The room may be too warm	• Please allow time for the room to cool down after turning on the air conditioner.
	Cold air is escaping	• Check for open furnace registers and cold air returns
	The Cooling Coils are frozen	• See “Air Conditioner Freezing Up” below.
The Air Conditioner is freezing up	Ice blocks the air flow and stops the air conditioner from cooling the room	• Set the MODE dial to HIGH FAN or HIGH COOL and set the thermostat to a higher temperature
The Remote Control is not working	The batteries are inserted incorrectly The batteries may be dead	• Check the position of the batteries. • Replace the batteries

TROUBLESHOOTING (CONT.)

PROBLEM	POSSIBLE CAUSES	SOLUTIONS
Water is dripping outside	Hot and Humid weather.	• This is normal
Water is dripping inside the room	The air conditioner is not correctly tilted outside.	• For proper water drainage, make sure the air conditioner is slightly tilted downward from the front of the unit to the rear.
Water collects in the base pan	Moisture removed from the air is draining into the base pan.	• This is normal for a short period in areas with low humidity and normal for a longer period in areas with high humidity.
The Air Conditioner Display reads "AS"	A Sensor has failed in the air conditioner	• Contact customer service
The Air Conditioner Display reads "HS"	A Sensor has failed in the air conditioner	• Contact customer service
The Air Conditioner Display reads "ES"	A Sensor has failed in the air conditioner	• Contact customer service

Warranty

Soleus International Inc. warrants the accompanying Soleus Air Air Conditioner to be free of defects in material and workmanship for the applications specified in its operation instruction for the period of parts specified below.

5 YEARS FOR COMPRESSOR
1 YEAR FOR OTHER COMPONENTS

This warranty shall not apply to broken or marred cabinets, accessories, knobs, filters or routine maintenance. This warranty does not apply to uncrating, setup, installation, removal of the product for repair or reinstallation of the product after repair.

This warranty does not apply to repairs or replacements necessitated by any cause beyond the control of Soleus International including, but not limited to, any malfunction, defect or failure caused by or resulting from unauthorized service or parts, improper maintenance, operation contrary to furnished instructions, shipping or transit accidents, modification or repair by the user, abuse, misuse, neglect, accident, incorrect power line voltage, fire, flood or other Acts of God, or normal wear and tear.

Warranty service must be performed by a qualified HVAC contractor. Soleus maintains a centralized service network to provide parts and assist in resolving service problems if difficulties are encountered. Soleus agrees to provide service information, sell repair parts and reimburse the dealer /serviceman for parts in accordance with Soleus International's Policies and Procedures.

SOLEUS INTERNATIONAL MAINTAINS THAT ALL WARRANTIES, INCLUDING IMPLIED WARRANTY OR MERCHANTABILITY ARE LIMITED TO THE TERMS AND CONDITIONS SPECIFIED ABOVE. SOLEUS INTERNATIONAL DISCLAIMS ANY LIBILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES AND IN NO EVENT SHALL SOLEUS INTERNATIONAL INC.'S LIABILITY EXCEED THE RETAIL VALUE OF THE AIR CONDITIONER.

This warranty covers only new products purchased from our authorized dealers or retailers. It does not cover internet sales, used, salvaged, or refurbished products.

FOR TECHNICAL SUPPORT AND WARRANTY SERVICE, PLEASE CONTACT:

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